



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY
ACQUISITION LOGISTICS AND TECHNOLOGY
103 ARMY PENTAGON
WASHINGTON DC 20310-0103

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MEMORANDUM FOR US Army Agency/Organization Program Coordinator
(Ms Dorothy Hindman)
US Air Force Agency/Organization Program Coordinator
(Ms Kathryn Ekberg)

SUBJECT: Purchase Card Program – Account/Customer Automated Reporting
Environment (C.A.R.E.) Problem Reporting

As we continue to progress with the Government Purchase Card Electronic Data Interchange (EDI) Roll-Out, installations may encounter a few "rough spots" along the way. This is to be expected. The reality is that when fielding a new system, problems will surface. A key factor in easing the stress and frustration while overcoming the "learning curve" lies in knowing the procedures to follow when a problem does occur. The purpose of this memorandum is to provide guidance to cardholders, approving officials and agency program coordinators (APCs) on the procedures to follow when problems dealing with purchase card accounts or C.A.R.E. are encountered.

The majority of problems that may be encountered with either account or C.A.R.E. related issues, should be forwarded directly to US Bank for action. This must be the first step. US Bank has established support channels specifically designed to assist customers with problem identification and resolution. These support channels include the "Help Desk" or Technical Assistance Line, Account Coordinator and Relationship Manager. Any combination of these support channels can be brought into play in an effort to resolve any number of issues. These include problems logging onto the C.A.R.E. system, password problems, error messages, C.A.R.E system status, questions concerning billing statements, etc. When forwarding a problem to US Bank, it is important that you provide as much information as possible. In addition to identifying the nature of the problem, you may also be asked for an account number, time of day the problem occurred, the task you were trying to accomplish, and a copy of the screen showing the error message or last action. This will assist US Bank in determining the root cause of the problem and the corrective action required. It is also important that you obtain a trouble ticket number in order to track the progress of your problem. Important US Bank telephone numbers to remember are:

Customer Service (Cardholders and Approving Officials): 1-888-994-6722
Outside the U.S. (call collect): 612-973-5735

